



RELATED POLICY

Continuous Improvement Policy 1.6

PURPOSE

Members of the Prevocational Medical Assurance Services (PMAS) committees, secretariat and accreditation survey teams are expected to actively contribute to the ongoing improvement of all PMAS functions including prevocational accreditation services. Continuous improvement supports the delivery of high-quality services that are effective, fit for purpose and responsive to stakeholder needs and expectations.

The continuous improvement process aims to:

- Recognise and respond to stakeholder feedback and needs
- Promote a stakeholder-focused approach to service delivery
- Enhance the quality and effectiveness of PMAS services
- Streamline processes and procedures
- Foster a culture of continuous learning and improvement

SCOPE

This process applies to all activities undertaken as part of PMAS including the work of committees and the secretariat.

For the purposes of this process the term *committee* includes the Prevocational Accreditation Committee (PAC) and any other committees, working groups or advisory bodies established from time to time to support the delivery of PMAS functions.

PROCESS

1. PMAS staff record all identified issues, opportunities for improvement, corrective actions and preventive actions in the Continuous Improvement Register (CIR) or Accreditation Continuous Improvement Register (ACIR) as appropriate.
2. The Quality Assurance Officer reviews the item and assigns responsibility for implementing the required improvement, corrective action or preventive action to the appropriate person or committee.
3. The Quality Assurance Officer monitors the progress of actions and provides regular updates on CIR and ACIR items to the PMAS Director as appropriate.



4. For accreditation-related matters:
 - The Accreditation Director reviews and signs off completed actions.
 - Progress of ACIR items is reported to the Prevocational Accreditation Committee (PAC).
5. For all other PMAS matters:
 - The Quality Assurance Officer reviews and signs off completed actions.
 - Progress of CIR items is reported to the PMAS Director.
6. Six months after implementation the Quality Assurance Officer evaluates the effectiveness of the improvement action and records the outcome in the relevant register.

SUPPORTING DOCUMENTATION

1. *Continuous Improvement Policy 1.6*
2. *Continuous Improvement Register*

PERFORMANCE MEASURES/KPI

1. 100% of notifications of continuous improvement requests are acted upon according to this process

Process contact officer: Quality Assurance Officer